

**TEXAS VETERANS COMMISSION
Stephen F. Austin Building
1700 North Congress Ave. Suite 800
P.O. Box 12277
Austin, Texas 78711
(512) 463-1295**

**Staff Services Officer I
Salary Schedule: B/17**

Salary: \$3,082.00 – \$3,500.00 per month

TVC Posting No: 15-141

Class No: 1550

**Job Location: Headquarters – Veteran Employment
Austin, Texas**

WIT Posting #: 8388079

Opening Date: 08-23-15

Closing Date: 09-03-15

The Texas Veterans Commission is committed to hiring Veterans and is proud to employ the highest percentage of Veterans among all state agencies.

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of Administration, Human Resources, Public Affairs, Staff Judge Advocate Corps, or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position. Please call Alice Mehringer, Human Resources Director, at (512) 463-1295 with questions or additional information

GENERAL DESCRIPTION

This position serves as a vital member of the Veterans Employment Services (VES) team of the Texas Veterans Commission (TVC) providing support to the Director and staff of the VES management team. Job requires tact, diplomacy and planning to accomplish work assignments efficiently and effectively. Prioritizes workload, complies with deadlines and works on multiple tasks with rapidly changing deadlines. Must be able to multitask, work in a fast-paced environment, pay strict attention to details, and possess exceptional organizational skills, writing and communication skills and efficient and effective time management skills. Must be able to work with little supervision.

JOB DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Provides highly complex administrative support and technical assistance for the Director and management staff of VES.
- Prepares confidential material, correspondence, memos, reports and spreadsheets working from a draft and/or from transcribed data.
- Conducts research, collects and analyzes data to prepare reports and documents.
- Arranges and coordinates meetings and events.
- Transcribes meetings or interviews and documents information.
- Coordinates and interacts with internal staff at all levels.
- Reviews operating practices and implements improvements.
- Drafts responses for routine and non-routine correspondence to include legislative and constituent inquiries.

- Coordinates travel arrangements for the VES Director and management team.
- Prepares and reconciles travel vouchers for the VES Director and management team.
- Schedules and maintains work and events calendar for the VES Director and management team.
- Works effectively with a variety of individuals, groups and stakeholders.
- Answers inquiries regarding procedures and policies, and provides routine information to the public by mail, email, web or telephone.
- May assist in researching, writing, designing, or editing agency publications such as brochures, forms, manuals and charts.
- Maintains confidentiality of sensitive information.
- Prepares and reviews operational and special reports.
- Composes, reviews, and edits technical documents, material and reports.
- Maintains files and records.
- Performs complex typing and/or word processing/data entry.
- Assists in compiling statistical data and preparing various charts, graphs, and written summaries.
- May interpret and explain rules, regulations, policies, and procedures.
- May provide assistance answering phone calls, routing incoming calls, taking messages, greeting visitors, and directing them to the appropriate staff.
- Work hours other than 8-5 maybe required for this position for work related functions.
- Minimal travel is required. A valid Texas driver's license is required.
- Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Two to five years' experience in office management or executive support work is required. Graduation from a standard senior high school or equivalent is required. Bachelor's degree from an accredited college or university is generally preferred. Experience and education may be substituted. Experience with Excel, Word, PowerPoint, and Access data bases and conducting internet research required. Must be able to type at least 40 WPM. A recent typing test certificate must accompany application.

Salesforce program experience is preferred.

Honorably discharged Veteran strongly preferred.

Knowledge, Skills, and Abilities

Knowledge of business English, grammar, spelling and punctuation.

Knowledge of office practices and administrative procedures.

Skill in the use of standard office equipment and software.

Ability to handle high-level administrative issues.

Ability to analyze and solve work-related problems.

Ability to communicate effectively both orally and in writing.

Ability to work effectively with a variety of individuals, groups and stakeholders.

HOW to APPLY

Applications may be requested from the Texas Veterans Commission, 1700 N. Congress Ave., Austin Texas 78701, phone (512-463-6564), or downloaded from the Texas Workforce Commission website: <https://wit.twc.state.tx.us/>

Only mailed applications will be accepted to:

**Texas Veterans Commission
ATTN: Alice Mehringer
Human Resources Director
P.O. Box 12277
Austin, Texas 78711-2277.**

Resumes will not be accepted in lieu of State Applications. Applications must be postmarked by the closing date in order to be considered for this position.

A copy of DD#214 must accompany the application in order to receive Veterans preference.

This position has been designated as a security sensitive position. A criminal background investigation will be completed on the final candidate for this position.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Texas Veterans Commission does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in employment or the provision of services.